



Fraud Detection

Enhance security through intelligent analysis and review of documents

AI Agents



Intelligent Document Processing



Integration



Robotic Process Automation



Generative AI

Process Orchestration



Uncovered more than

12,000

instances of insurance claims fraud

Prevented fraud payment of more than

£113
million

Why

Fraud detection is a critical function for government agencies, particularly in areas such as social services, tax collection, and public health programmes. Traditional methods often rely on manual reviews and audits, which can be time-consuming and prone to human error. Tungsten Automation enhances fraud detection through advanced AI that automatically detects fraudulent or forged document and content submissions, more rapidly flagging suspicious claims and transactions for further investigation.

The benefits of automating fraud detection are significant for both government agencies and those they service. A more proactive and effective approach to identifying and mitigating fraud leads to potential savings in taxpayer money, improved resource and funding allocation, and greater trust in government services. The automation of fraud detection not only increases efficiency but also helps maintain the integrity of government programmes, ensuring that resources are directed to those who genuinely need them.

How

During the global SARS-CoV-2 pandemic, [Aviva](#), a leading European P&C insurer, uncovered more than 12,000 instances of insurance claims fraud worth more than £113 million. Previously, fraud detection relied heavily on manual review, with analysts sifting through large volumes of documents and data.

By integrating Tungsten TotalAgility, Aviva automated the ingestion and processing of claims, including both email and physical submissions. Advanced AI now extracts and analyses key data from documents, automatically flagging suspicious activity for review. This automation enables Aviva's fraud teams to focus on high-risk cases, significantly increasing detection rates while reducing the staff workload.

With Tungsten's platform, Aviva has accelerated fraud detection, improved protection for customers, and reduced operational costs—all while delivering a better customer experience. This partnership showcases how intelligent automation can empower organisations to stay ahead of evolving fraud threats and ensure confidence in their services.

Learn More

Join the thousands of agencies transforming their processes with Tungsten Automation.

Visit TungstenAutomation.com to request a demo.



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